

Chabot College
PROJECT RENEW

JOB SEEKER HANDBOOK



Resume – Job Search – Interview



Project Renew is a collaboration between Chabot College, Alameda County Workforce Investment Board and One Stop Career Centers.

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TOP 10 SKILLS EMPLOYERS WANT

The National Association of Colleges and Employers (NACE) conducted a nationwide study of employers to identify the top skills employers wanted from their applicant pool. Below is a list of the top 10 skills employers identified as being critical factors for determining whether an individual received employment with the company. This information was published in the 2007 NACE Job Outlook.

The top skills include:

1. Strong Work Ethic
2. Communication Skills
3. Teamwork Skills (works well with others)
4. Interpersonal Skills (relates well to others)
5. Initiative
6. Problem-Solving Skills
7. Analytical Skills
8. Flexibility/Adaptability
9. Computer Skills
10. Technical Skills

Note: Make sure you convey these skills on your resume, cover letter, and of course during your job interview.

COMMON TYPES OF RESUMES

When you are developing your resume, you can choose from several styles. The two most common résumé styles are the reverse chronological resume and the functional resume.

Reverse Chronological Resume

Advantages

- Provides employers with easy read work history and experience
- Highlights accomplishments within each position
- Recruiters and employers often prefer this format

Disadvantages

- Can reveal employment gaps or lack of experience
- Employers can guess your age if you include older work experience

Functional Resume

Advantages

- Highlights transferable skills which benefits those looking to change jobs and/or careers
- Draws attention to accomplishments rather than job titles
- Deemphasizes gaps in employment history

Disadvantages

- Employers and recruiters sometimes expect a chronological resume

RESUME APPEARANCE

- No more than 1 page. 2 pages accepted if you have substantial work experience.
- Bonded paper (24-60 lbs.); white, cream, light gray
- Standard Fonts (Arial, Times, Palatino)
- Emphasize points with bullets •, UPPERCASE, **bold**, *italics* (do not overuse, however)
- **PROOFREAD! PROOFREAD! PROOFREAD!**

DEVELOPING ACCOMPLISHMENT STATEMENTS

RESUME WRITING STYLE

- Use present tense for current job
- Use past tense for previous jobs
- Don't use pronouns: "I, We, They"
- Don't over-abbreviate

ACCOMPLISHMENT STATEMENT FORMULA

Action Verb + Context + Result

Action verb: Use action word to start your sentence – use a variety of verbs to explain job duties

Context: Describe your work environment and/or context of work performed

Results: Note what was accomplished for the work you performed.

Example #1:

ACTION	CONTEXT	RESULT
Observe	machine operations	to ensure quality and conformity of packaged products meet standards.

Example #2:

ACTION	CONTEXT	RESULT
Adjust, repair, or replace	machine parts to correct defects and to	ensure conformance to specifications.

Include:

_____ Accomplishments

- Trained 25+ colleagues on operating new equipment to ensure safety procedures are followed.

_____ Skills Used

- Communicated with mailers and line supervisors and documented the efficiency of production.

_____ Results Produced

- Delivered 5,000+ cars per day from NUMMI to be delivered domestically and internationally.

Practice! Practice! Practice!

Use the following space to write your own accomplishment statements.

Action	Context	Result
--------	---------	--------

Action	Context	Result
--------	---------	--------

Action	Context	Result
--------	---------	--------

FUNCTIONAL RESUME DEVELOPMENT WORKSHEET

PERSONAL INFORMATION

List your contact information:

Name _____ Address _____

Phone Number _____ Email _____

OBJECTIVE *(optional)*

A _____ position with the _____ company utilizing my _____ skills.

SUMMARY OF SKILLS

List skills, work-related characteristics, foreign language ability and knowledge of computer programs:

- _____
- _____
- _____
- _____
- _____

HIGHLIGHTS OF QUALIFICATIONS

Communication

Describe how you utilized your communication skills during work and/or volunteer activities.

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Product Development

Describe your accomplishments manufacturing a product at your previous workplace.

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Team Work

Describe how you utilized your team work skills during work and/or volunteer activities.

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Leadership

Describe how you utilized your leadership abilities during work and/or volunteer activities.

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

WORK HISTORY

List work and/or apprenticeship experience:

Job Title	Name of Company, City, State	Employment Dates
-----------	------------------------------	------------------

Job Title	Name of Company, City, State	Employment Dates
-----------	------------------------------	------------------

Job Title	Name of Company, City, State	Employment Dates
-----------	------------------------------	------------------

EDUCATION & TRAINING

List all high school, college and training experience:

Name of Institution	City, State	Degree/Certificate Earned (Major)
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Name of Institution	City, State	Degree/Certificate Earned (Major)
---------------------	-------------	-----------------------------------

FUNCTIONAL RESUME SAMPLE

YOUR NAME

Street Address
City, State, Zip Code
Area Code + Phone Number
Email

OBJECTIVE

A _____ position with the _____ company utilizing my _____ skills.

SKILLS SUMMARY

- List your transferable skill
- Incorporate any computer skills
- List another transferable skill
- List skills in a foreign language

SUMMARY OF QUALIFICATIONS

One Relevant Skill (essential to your objective and skills summary)

- An accomplishment statement that illustrates this skill (including where this occurred)
- Another accomplishment statement that highlights your skills and/or abilities
- Another statement that focuses on transferable skills used while employed at the worksite

Another Relevant Skill (essential to your objective and skills summary)

- An accomplishment statement that illustrates this skill (including where this occurred)
- Another accomplishment statement that highlights your skills and/or abilities
- Another statement that focuses on transferable skills used while employed at the worksite

Special Knowledge (essential to your objective and skills summary)

- An accomplishment that illustrates or documents this special knowledge (including where)
- A list of equipment or processes you are familiar with, consistent with expertise in this area
- A list of courses or training you took, that shows your expertise in this area

EMPLOYMENT HISTORY

200x – Present	Job Title	Company Name, City, State
200x – Present	Job Title	Company Name, City, State
200x – Present	Job Title	Company Name, City, State

EDUCATION & TRAINING

Name of Institution	City, State	Degree/Certificate
---------------------	-------------	--------------------

EDWIN LEE

101 Elm Street - San Francisco, CA 94110 - (415) 555-1212

PROFESSIONAL PROFILE

10+ years of experience in and oversee operations and production of custom injection tooling, molding and turnkey services. Recognized by NUMMI executive management team for executing just-in-time productions.

SUMMARY OF QUALIFICATIONS

Manage

- Manage all areas of responsibility consistent with: federal, state, and local regulations and environmental requirements; company policies and procedures; company's annual operations plan; legal and contractual requirements; and good utility practices while operating in a clean, safe, efficient and economical manner.
- Carry out all responsibilities under environmental legislation; develops and ensures adherence to proper procedures to prevent environmental spills
- Monitor, record, and report all plant emissions; properly report emissions deviations and non-compliances, and environmental spills; assure proper training of personnel on transportation of dangerous goods; promotes awareness for the environment and the requirements of environmental compliance.
- Utilize a computer-based automated maintenance management system to: organize equipment commissioning, operations and maintenance files; identify trends; take corrective action

Fiscal Responsibility

- Ensure the efficient and economical operation and maintenance of the facility.
- Ensure prompt, timely and accurate reporting as required by company policies and procedures and other governmental and contractual requirements.
- Prepares annual operating plans, budgets and controls for operating at budgeted levels with appropriate justification and approval for variances including site outages (complaint with dispatching needs) and operating shift schedules to accommodate facility operation and scheduled maintenance.
- Monitors budget variances on a regular basis and prepare/monitor long-term budget forecasts. Provides monthly variances reports on a timely manner.
- Follows up with the proper execution of commercial contracts and assists in bringing solutions to any argument that may arise.

Quality Control

- Manages a safety program that complies with all Federal and State requirements insuring the safe operation of the power plant with regard to the public, employees and plant installation.
- Actively promotes a safety-minded working environment and safety programs consistent with the GDF SUEZ Safety Charter.
- Monitors activities of the Plant Safety Committee, and ensures its effectiveness.
- Cooperates with Loss Control/Safety Consultants from property and casualty insurance carriers and responds to their recommendations in a timely manner.

WORK HISTORY

Plant Supervisor	Injex Industries, Hayward, CA	December 2000 – Present
Team Leader	Toyota Tsusho, Fremont, CA	June 1993 – September 2000

EDUCATION

MBA, Business Administration	University of California, Berkeley	May 1995
BS, Engineering	University of California, Berkeley	May 1993

(Accomplishment Statements Taken From Job Announcement from Syracuse Energy

CHRONOLOGICAL RESUME DEVELOPMENT WORKSHEET

PERSONAL INFORMATION

List your contact information:

Name _____ Address _____

Phone Number _____ Email _____

OBJECTIVE (optional)

A _____ position with the _____ company utilizing my _____ skills.

EDUCATION & TRAINING

List all high school, training and college experience:

Name of Institution _____ City, State _____ Dates Attended _____

Degree Objective (i.e. Diploma or Certificate) _____ Area of Study _____

Name of Institution _____ City, State _____ Dates Attended _____

Degree Objective (i.e. Diploma or Certificate) _____ Area of Study _____

SUMMARY OF QUALIFICATIONS (optional)

Provide a summary of training, special knowledge, and qualifications. Can include years of service, promotions, special recognition and/or promotions.

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

EXPERIENCE

List work and/or apprenticeship experience:

Name of Company	City, State	Employment Dates
-----------------	-------------	------------------

Job Title

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

List work and/or apprenticeship experience:

Name of Company	City, State	Employment Dates
-----------------	-------------	------------------

Job Title

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

Accomplishment Statement (Action Verb + Context + Result)

SKILLS

List skills and abilities, for example, foreign language ability and knowledge of computer programs.

CHRONOLOGICAL RESUME SAMPLE

YOUR FULL NAME

Your street address
City, State, and Zip Code
Area Code + Phone Number
Email

OBJECTIVE

A _____ position with the _____ company utilizing my _____ skills.

EDUCATION & TRAINING

Name of Institution, City, State
Degree/Certificate (if applicable)

Month Year Earned

EXPERIENCE

Company Name, City, State
Job Title

Month Year – Month Year

- An accomplishment from THIS job, illustrating a skill needed in the NEW job
- Another accomplishment from THIS job, illustrating a skill needed in the NEW job
- Another activity from THIS job, illustrating a skill needed in the NEW job

Company Name, City, State
Job Title

Month Year – Month Year

- An accomplishment from THIS job, illustrating a skill needed in the NEW job
- Another accomplishment from THIS job, illustrating a skill needed in the NEW job
- Another activity from THIS job, illustrating a skill needed in the NEW job

Company Name, City, State
Job Title

Month Year – Month Year

- An accomplishment from THIS job, illustrating a skill needed in the NEW job
- Another accomplishment from THIS job, illustrating a skill needed in the NEW job
- Another activity from THIS job, illustrating a skill needed in the NEW job

SKILLS

- Top 10 skills
- Transferable Skills
- Computer skills
- Language skills (Bilingual, Fluent, Proficient)

MASSOUD BEHRANI

10 California Street, San Francisco, CA 94110
m.ali@hotmail.com - (415) 555-1212

EDUCATION & TRAINING

May 1983

Certificate of Completion, Automotive Technology
Regional Occupational Program/Oakland Unified School District

May 1982

Diploma, General Education
Oakland High School, Oakland, CA

EXPERIENCE

02/94 – 07/00

Mailer/Machine Operator

San Francisco Chronicle, Fremont, CA

- Read job orders to determine the type of work to be done, the quantities to be produced, and the materials needed.
- Operate office machines such as high-speed business photocopiers, reader/scanners, addressing machines, stencil-cutting machines, microfilm reader/printers, folding and inserting, bursting, and binder machines.
- Place original copies in feed trays, feed originals into feed rolls, or position originals on tables beneath camera lenses.
- Sort, assemble, and proof completed work.
- Set up and adjust machines, regulating factors such as speed, ink flow, focus, and number of copies.
- Monitor machine operation, and make adjustments as necessary to ensure proper operation.
- Load machines with materials such as blank paper or film.
- Maintain stock of supplies, and requisition any needed items.
- File and store completed documents.

03/ 83 – Present

Port of Entry Production Associate

Toyota Logistics Services, Hayward, CA

- Follow appropriate safety procedures for transporting dangerous goods.
- Check vehicles to ensure that mechanical, safety, and emergency equipment is in good working order.
- Maintain logs of working hours and of vehicle service and repair status, following applicable state and federal regulations.
- Obtain receipts or signatures for delivered goods and collect payment for services when required.
- Check all load-related documentation to ensure that it is complete and accurate.
- Maneuver trucks into loading or unloading positions, following signals from loading crew and checking that vehicle and loading equipment are properly positioned.
- Drive trucks with capacities greater than 3 tons, including tractor-trailer combinations, to transport and deliver products, livestock, or other materials.
- Secure cargo for transport, using ropes, blocks, chain, binders, or covers.
- Read bills of lading to determine assignment details.
- Report vehicle defects, accidents, traffic violations, or damage to the vehicles

(Accomplishment Statements Taken From online.onetcenter.org)

LENNY BRISCOE

12345 Humboldt Avenue, Fremont, CA 91234 • lbriscoe@gmail.com • (510) 555-5555

EXPERIENCE

Injex Industries, Hayward, CA

August 2000 – March 2010

Supervisor

A competitive Automobile supplier, Injex Industries consistently delivers effective results by integrating and collaborating vital systems and resources vital to the project lifecycle.

- Direct and coordinate production, processing, distribution, and marketing activities of industrial organization.
- Review processing schedules and production orders to make decisions concerning inventory requirements, staffing requirements, work procedures, and duty assignments, considering budgetary limitations and time constraints.
- Review operations and confer with technical or administrative staff to resolve production or processing problems.
- Develop and implement production tracking and quality control systems, analyzing production, quality control, maintenance, and other operational reports, to detect production problems.
- Hire, train, evaluate, and discharge staff, and resolve personnel grievances.
- Set and monitor product standards, examining samples of raw products or directing testing during processing, to ensure finished products are of prescribed quality.
- Prepare and maintain production reports and personnel records.
- Coordinate and recommend procedures for facility and equipment maintenance or modification, including the replacement of machines.

Toyota Logistics Services, Fremont, CA

January 1987 – July 2000

Team Leader

Its Vehicle Delivery Center in Fremont employs 200 people who customize and upgrade Toyota cars and trucks straight from the factory floor. They process 400,000 vehicles a year.

- Enforce safety and sanitation regulations.
- Direct and coordinate the activities of employees engaged in the production or processing of goods, such as inspectors, machine setters, and fabricators.
- Read and analyze charts, work orders, production schedules, and other records and reports to determine production requirements and to evaluate current production estimates and outputs.
- Confer with other supervisors to coordinate operations and activities within or between departments.
- Plan and establish work schedules, assignments, and production sequences to meet production goals.
- Inspect materials, products, or equipment to detect defects or malfunctions.
- Demonstrate equipment operations and work and safety procedures to new employees, or assign employees to experienced workers for training.
- Confer with management or subordinates to resolve worker problems, complaints, or grievances.
- Interpret specifications, blueprints, job orders, and company policies and procedures for workers.

SKILLS

- Microsoft Office Suite, Total quality management TQM software, SAP software; Technology Group International Enterprise 21 ERP

PROFESSIONAL DEVELOPMENT

Certificate of Completion: Problem-Solving and Scientific Methods Application

May 2006

(Accomplishment Statements Taken From online.onetcenter.org)

BETTY CROCKER

678 Fillmore St., San Francisco, CA 94111

betty.crocker@berkeley.edu

EDUCATION

Master of Science, Mechanical Engineering May 1995
University of California Berkeley, Berkeley, CA

Bachelor of Science, Mechanical Engineering May 1989
San Jose State University, San Jose, CA

TECHNICAL SKILLS

- CNC software
- HMI software
- Ladder Logic
- Autodesk AutoCAD
- Sigmatrix CETOL 6 Sigma
- C++
- G-code
- Zeemax
- ANSYS
- SEA software
- SolidWorks CAD
- Rockwell
- Microsoft Visual Basic
- UGS I-DEAS
- Mathworks MATLAB

EXPERIENCE

Senior Mechanical Engineer September 1989 - Present
Injex Industries, Hayward, CA

- Read and interpret blueprints, technical drawings, schematics, and computer-generated reports.
- Assist drafters in developing the structural design of products using drafting tools or computer-assisted design (CAD) or drafting equipment and software.
- Research, design, evaluate, install, operate, and maintain mechanical products, equipment, systems and processes to meet requirements, applying knowledge of engineering principles.
- Confer with engineers and other personnel to implement operating procedures, resolve system malfunctions, and provide technical information.
- Recommend design modifications to eliminate machine or system malfunctions.
- Conduct research that tests and analyzes the feasibility, design, operation and performance of equipment, components and systems.
- Investigate equipment failures and difficulties to diagnose faulty operation, and to make recommendations to maintenance crew.
- Develop and test models of alternate designs and processing methods to assess feasibility, operating condition effects, possible new applications and necessity of modification.
- Develop, coordinate, and monitor all aspects of production, including selection of manufacturing methods, fabrication, and operation of product designs.
- Specify system components or direct modification of products to ensure conformance with engineering design and performance specifications.

PROFESSIONAL ASSOCIATIONS

Member, American Society of Mechanical Engineers 1989 – Present
Member, Society of Automotive Engineers 1999 – Present

(Accomplishment Statements Taken From online.onetcenter.org)

VICENTE FERNANDEZ

123 Sesame Street Fremont, CA 94123 vicente.fernandez@yahoo.com (510) 555-5555

SUMMARY OF QUALIFICATIONS

- 15 years of experience providing detailed administrative tasks for large company
- Demonstrated experience providing excellent customer service
- Fluent in Spanish; Utilize bilingual skills when communicating with clients and co-workers
- Successfully integrate problem-solving skills into day-to-day tasks
- Proficient in Microsoft Office Suite, Lotus Notes, PeopleSoft Enterprise Human Resources

PROFESSIONAL EXPERIENCE

Toyota Tsusho America, Inc., Fremont, CA

08/00 – Present

Office Manager

- Resolve customer complaints and answer customers' questions regarding policies and procedures.
- Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Provide employees with guidance in handling difficult or complex problems and in resolving escalated complaints or disputes.
- Implement corporate and departmental policies, procedures, and service standards in conjunction with management.
- Discuss job performance problems with employees to identify causes and issues and to work on resolving problems.
- Train and instruct employees in job duties and company policies or arrange for provided training.
- Evaluate employees' job performance to regulations and recommend appropriate personnel action.
- Review records and reports pertaining to activities such as production, payroll, and shipping to verify details, monitor work activities, and evaluate performance.

Win Quality Supply, Fremont, CA

01/95 – 07/00

Human Resources Assistant

- Process, verify, and maintain personnel related documentation, including staffing, recruitment, training, grievances, performance evaluations, classifications, and employee leaves of absence.
- Explain company personnel policies, benefits, and procedures to employees or job applicants.
- Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
- Examine employee files to answer inquiries and provide information for personnel actions.
- Answer questions regarding examinations, eligibility, salaries, benefits, and other pertinent information.
- Compile and prepare reports and documents pertaining to personnel activities.
- Request information from law enforcement officials, previous employers, and other references to determine applicants' employment acceptability.
- Process and review employment applications to evaluate qualifications or eligibility of applicants.
- Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.

EDUCATION

James Logan High School, Union City, CA
Diploma, General Studies

06/93

(Accomplishment Statements Taken From online.onetcenter)

LIST OF RESUME VERBS

MANAGEMENT

administered	contracted	executed	prioritized	scheduled
analyzed	coordinated	improved	produced	strengthened
assigned	delegated	increased	promoted	spoke
attained	developed	organized	publicized	supervised
chaired	directed	oversaw	reconciled	translated
consolidated	evaluated	planned	recruited	wrote

RESEARCH

clarified	examined	inspected	organized	systemized
collected	evaluated	interpreted	researched	surveyed
critiqued	extracted	interviewed	reviewed	
diagnosed	identified	investigated	summarized	

HELPING

assessed	coached	diagnosed	familiarized	referred
assisted	counseled	educated	guided	rehabilitated
clarified	demonstrated	facilitated	motivated	represented

CLERICAL

approved	compiled	inspected	processed	specified
arranged	dispatched	monitored	purchased	systematized
catalogued	executed	operated	recorded	tabulated
classified	generated	organized	retrieved	validated
collected	implemented	prepared	screened	

COMMUNICATION

addressed	convinced	edited	lectured	reviewed
arbitrated	corresponded	enlisted	mediated	summarized
arranged	developed	formulated	moderated	surveyed
authored	directed	influenced	negotiated	systematized
collaborated	drafted	interpreted	persuaded	

TECHNICAL

assembled	designed	fabricated	overhauled	repaired
built	devised	maintained	programmed	solved
calculated	engineered	operated	remodeled	upgraded
computed				

TEACHING

adapted	communicated	enabled	facilitated	persuaded
advised	coordinated	encouraged	guided	set goals
clarified	demystified	evaluated	informed	stimulated
coached	developed	explained	instructed	trained

FINANCIAL

administered	appraised	budgeted	developed	marketed
allocated	audited	calculated	forecasted	planned
analyzed	balanced	computed	managed	projected

CREATIVE

acted	designed	founded	integrated	performed
conceptualized	developed	illustrated	introduced	planned
created	directed	initiated	invented	revitalized
customized	established	instituted	originated	shaped

(From "The Damn Good Resume Guide" by Yana Parker, Berkeley: Ten Speed Press)

COVER LETTER WORKSHEET

RECIPIENT INFORMATION

Name of Recipient

Job Title

Name of Company

Street Address

City, State

Zip Code

PARAGRAPH 1

State the reason for the letter. Tell the employer how you learned about the position. Convey to the employer that your skills and abilities match the needs in the job announcement.

PARAGRAPH 2

Indicate why you are interested in the position. State what you can do for the employer. Explain how your previous work experience makes you a great candidate.

PARAGRAPH 3

In the closing paragraph, state your interest for an interview in person. Also, provide your contact information (phone number and email address) so that the employer can contact you.

SAMPLE COVER LETTER

Department of Human Resources
David Darwin
1900 Cassiopeia Avenue
Oakland, CA 94065

April 1, 2010

Dear Mr. Darwin:

When I read your ad for an Associate Director II on the Eastbayworks job site, I couldn't help noticing how well your requirements align with my experience, education, skills, and background.

While my enclosed resume provides a good overview of my strengths and achievements, I have also listed some of your specific requirements for the position and my applicable skills:

You require:

Ability to coordinate and oversee the work of subordinates.

Ability to strategically plan, develop and implement programs and operations toward achievement of team's mission, goals, and objectives.

The analytical skills to perform needs assessments, evaluate current programs, and initiate changes or adjustments to current systems and improve operations.

Problem-solving and decision-making abilities.

Interpersonal and communication skills that promote ability to serve as a liaison and resource.

I offer:

Experience in supervising 25 office employees and ensuring staff efficiency as a public-health program director.

Experience developing and implementing treatment programs as a public-health program director.

Success in having brought order out of chaos at an inner-city health clinic and vastly improving processes there.

Success in solving numerous problems at inner-city clinic, such as reducing number of emergency and drug-seeking patients; lobbying for HIV-information dissemination; and increasing number of patients that could be given routine care.

Significant experience giving presentations, speaking persuasively, and interacting successfully with diverse individuals.

Since my experience and expertise fit your requirements so closely, I am clearly one of the people you'll want to see. I plan to contact you to follow up on this letter and see if we can arrange a meeting. In the meantime, please feel free to contact me at bellisbert@live.com or 510-555-1212. I look forward to our meeting. Thank you for your time and consideration.

Sincerely,

Bonnie Ellisberg

Bonnie Ellisberg

Taken from: <http://quintcareers.com/index.html>

SAMPLE COVER LETTER

Mary Davison
110 First Street
Alexandria, VA 22306
(802) 555-5544
mdavison@gmail.com

Mr. Henry Fouche
Plans Publicity, Inc.800
Madison Avenue
New York, NY 10022

April 1, 2010

Dear Mr. Fouche,

Nancy Jones of Green & Associates Advertising, suggested I contact you regarding the possible public relations positing opening in your firm.

As an editor/writer for Alexandria's city magazine, I've developed my talent and experience as a public relations writer. Because the staff is very small, I've worn a number of hats, including: developing the editorial format and individual story concepts, writing numerous articles, editing copy, laying out the magazine, and supervising production.

Prior to my current position, I was highly involved in the public relations industry, working for Jones & Jones, where I prepared numerous press releases and media guides, as well as managing several major direct mail campaigns.

My high degree of motivation has been recognized by my previous employers who have quickly promoted me to positions of greater responsibility. I was promoted from assistant editor to editor of *Alexandria Monthly* after only five months.

I am eager to talk with you about the contribution I could make to your firm. I will call you the week of April 25th to see if we can find a mutual time and date to get together and discuss the possibility.

Your consideration is greatly appreciated.

Cordially,

Mary Davison

Mary Davison

SAMPLE COVER LETTER

LENNY BRISCOE

12345 Humboldt Avenue, Fremont, CA 91234 • lbriscoe@gmail.com • (510) 555-5555

Hiring Manager
Target Company
123 Sesame Street
Hayward, CA 91234

April 1, 2010

Dear Hiring Manager:

This letter is to express my interest in discussing the Senior Customer Service Manager position posted on the Target Company web site. The opportunity presented in this listing is very appealing, and I believe that my experience and education will make me a competitive candidate for this position.

The key strengths that I possess for success in this position include, but are not limited to, the following:

- Provide exceptional contributions to customer service for all customers.
- Strive for continued excellence.
- Strong communication skills.
- I am a self-starter.
- Eager to learn new things.

You will find me to be well-spoken, energetic, confident, and personable, the type of person on whom your customers will rely. I also have a wide breadth of experience of the type that gives you the versatility to place me in a number of contexts with confidence that the level of excellence you expect will be met. Please see my resume for additional information on my experience.

I hope that you'll find my experience and interests intriguing enough to warrant a face-to-face meeting, as I am confident that I could provide value to you and your customers as a member of your team.

I can be reached anytime via my cell phone, 510-555-5555. Thank you for your time and consideration. I look forward to speaking with you about this employment opportunity.

Sincerely,

Lenny Briscoe

Lenny Briscoe

JOB SEARCH TO DO LIST

☐ Identify vacant job positions and companies that are hiring new employees

It is important for you to remain informed throughout your job search. There are many ways that you can stay current on local and national job trends. For example:

- **Participate in Job Clubs** – many job clubs will have experts from job industries speak to the market trends
- **Attend Social Events** – Network! Network! Network! Network with current and former colleagues, and make new contacts.
- **Read the Wanted Ads** – Some companies continue to post vacant positions in local newspapers. Be sure to check the ads on a daily basis.
- **Cold Calling** – Be bold! Call the company you are interested in working at and inquire about any possible job openings.
- **Conduct Informational Interviews** – Request an informational interview from someone who works for the company you would like to eventually work for. You can gather information about the company culture, hiring process, as well as learn more about the profession.
- **Attend Job/Career Fairs** – Job Fairs are a great way to identify companies that are hiring, as well as job industries that are experiencing growth.
- **Network with people in Unions and Organizations (Professional/Trade)** – Many times, professional organizations have “inside” information about unlisted job postings. By participating in these organizations, you have a greater chance of accessing the “hidden market”.
- **Network with EVERYONE!** – It is especially important to network in this tough job market. Networking will not only allow you to learn about the “hidden job market”, but could also mean that your application is considered by the hiring committee.
- **Access Online Job Databases** – Browse the internet to identify companies that are hiring. Additionally, many individuals can also use the world wide web to not only search for jobs, but equally as important, to APPLY for job positions.

☐ Research the companies that you are interested in working for

When you are applying for a position, it is important for you to learn more about the company and the company culture. This information will be helpful in deciding if you are interested in a company and/or job industry.

- Review the company’s website and learn about the mission statement
- Access company brochures and learn more about the mission and values of the company
- Conduct an Informational Interview
- Participate in events sponsored by the company, including attending a job fair where a company representative will be present

☐ Write a COMPETITIVE resume and cover letter

Remember, you only have one chance to make a good first impression. Your resume will be your first opportunity to impress the hiring committee with your skills and qualifications.

- Read the skills and qualifications listed on the job announcement
- Highlight ALL of your skills and qualifications related to the job announcement
- Be sure to expand on your “transferable skills”
- Let the hiring committee know that you are a dependable and loyal employee
- Tailor your resume to the needs and demands of the job market

☐ APPLY for the job

- Make sure that you read over all of the instructions for applying for the vacant job posting. If you do not follow the instructions, your application will never be reviewed.
- Network with employees who already work for the company that you are applying to. Remember, knowing someone can make a huge influence on having your application reviewed.

ONLINE JOB SEARCH DATABASES

Social and Professional Networking Sites

www.facebook.com

Online social networking site where individuals can connect with friends and acquaintances. Individuals can request informational interviews, seek networking tips, and connect with current and former co-workers.

www.linkedin.com

Professional networking site that links individuals with professional connections. Can create online profile, list work experience, education and training, and post resume. Individuals can visually see other peoples connections, thus making it easy to request informational interviews, gain information about job industries and hiring process, and can increase your professional network. *Check out – Project Renew Network Job Club.*

www.ecotuesday.com

Build connections with individuals in sustainable building and development, and people who work in green careers. In-person social mixers are organized to increase your professional network.

sfgreendrinks.org

Connect with individuals who are interested in green careers and jobs through organized social mixers.

JOB SEARCH WEBSITES

Government

www.acgov.org/employment.htmwww.ca.gov

Employment opportunities located in Alameda County. Job board lists open positions, salary information, as well as dates exams need to be completed. Individuals can also identify information regarding local job fairs.

www.jobbankinfo.org

Search job postings through different criteria. Can create online profile and post resume and cover letter online. Entry level to management positions posted. Can also access additional information about the job search process.

www.usajobs.com

Identify job postings through different criteria. Can create online profile and post resume and cover letter online. Entry level to management positions posted.

www.caljobs.ca.gov

Job postings available online for work within the state of California. Additionally, information is available about unemployment insurance, and job fairs located in the state of California.

<http://www.ca.gov/>

Online job database for the state of California, as well as federal jobs. Information is also available for

Green Jobs

www.greenjobsearch.org

Search for jobs across different job industries. Can search by keywords, job titles and location throughout the United States.

www.jobtarget.com

Identify green industry job postings through different criteria. Can create online profile and post resume and cover letter online. Entry level to management positions posted.

www.sustainablebusiness.com

Browse online job search database to identify green dream jobs throughout the county. Business connections and events are listed which promote sustainable business.

National Job Search Websites

www.indeed.com

Online job search database. Positions are listed based on position and location. Entry level to Management jobs

www.snagajob.com

Browse job postings based on several criteria: location, position, industry and company. Entry level to management jobs, with emphasis on hourly wages.

www.monster.com

Identify job postings through different criteria. Can create online profile and post resume and cover letter online. Entry level to management positions posted.

www.hotjobs.com

Identify job postings through different criteria. Can create online profile and post resume and cover letter online. Entry level to management positions posted.

www.idealists.org

Job search databases that post entry level to management positions for non-profits nationwide.

www.craigslist.com

Job postings primarily listed primarily by location, then by category. Users can also create a profile and list qualifications online.

www.jobbank.com

Identify job postings through different criteria. Can create online profile and post resume and cover letter online. Entry level to management positions posted.

www.dice.com

Job search database for individuals in the technology industry. Entry level to management positions.

www.tweetmyjob.com

Review tips and information pertaining to the job search process. Search for jobs using job search engines based on location and keywords.

www.opportunityknocks.org

Job search databases that post entry level to management positions for non-profits nationwide. Individuals can post resume and cover letter on online database.

www.americasemployers.com/

Online job search database that posts part-time and full-time temporary and contract positions. Can search for jobs by location and key words. Entry level to management positions posted. Individuals can also post resume and cover letter online.

www.careerbuilder.com

Identify job postings through different criteria. Can create online profile and post resume and cover letter online. Entry level to management positions posted.

PREPARE FOR YOUR JOB INTERVIEW

Interviewing for a job requires a lot of preparation by both the employee and the employer. As such, we have compiled information to guide you as you start to prepare for the job interview process. While the actual job interview with a hiring committee might last only 30 minutes, there will be substantial preparation before the interview, as well as follow-up activities after the interview.

Prepare for the interview!

- Research the company you are applying to
- Learn more about the skills required for the position you are applying for
- Review your skills and qualifications
- Write down questions you have for employers
- Practice interviewing with a counselor, co-worker or friend

Research the Company & Job Position

- Reread job posting
- Look up information on line
- Read the company's brochures and/or newsletters
- Conduct informational interview with current employee

Before the Interview

- Get plenty of rest
- Practice interviewing/conduct mock interview
- Be on time! Arrive 10-15 minutes early.
- Print out extra copies of resume and cover letter
- Bring your reference list
- Bring a pen/pencil
- Be well groomed and neat
- Turn your cell phone off (not vibrate)

Present Yourself Professionally

- Arrive early (5 to 10 minutes)
- Offer a firm handshake at the beginning and end of the interview
- Maintain eye contact throughout the interview (strong not aggressive)
- Remember to smile and be friendly

During the Interview

- Thank them for their time
- Shake hands warmly with each person
- Be cheerful, friendly and confident
- Maintain good eye contact and smile
- Sit up straight, look alert and confident
- Be tactful! Always have a positive statement about past employers
- Watch out for nervous fidgeting

Speak to your Qualifications

- Speak to company mission and core values
- Demonstrate excellent communication skills
- Convey enthusiasm about position and company
- Answer questions thoroughly using (S-T-A-R) methods
- Highlight your personal skills and experience that make you qualified for the position
- Ask employers questions

Tips for Success

- Present professional application and appearance
- Speak to company mission and core values
- Demonstrate excellent communication skills
- Convey enthusiasm about position and company
- Exude confidence
- Have questions for employers

After the Interview

- Thank them for their time again. Let them know you are interested in the position.
- Ask when you will be notified about the results of the job interview
- Debrief: What did you do well and what do you need to work on for next time?
- Send a thank you letter within 24 hours
- Celebrate your accomplishments!

Dress for Success

Women should wear:

- Tops and bottoms that are not “too” revealing
- Clothes that are clean and wrinkle-free
- Daytime make-up
- Low high heel shoes
- Light perfume
- Jewelry that doesn’t make too much noise

Men should wear:

- Wear clothes that are wrinkle-free and clean
- Neat professional hairstyle
- Shave and/or trim facial hair
- Use a “light” amount of aftershave and/or cologne

Clothing Requirement:

- Should wear industry specific type of clothing

S-T-A-R SUCCESS STORY DEVELOPMENT

Employers believe that your behavior at your previous worksite will be a good indicator about your future behavior at the new job site. For that reason, employers want to know how you were able to overcome obstacles and challenges, as well as how you achieved success on the job site.

When you are asked to describe or talk about your past behavior, remember the following:

Situation – Task – Action – Result

Situation: Describe a situation you were in at work.

Task: Explain a goal that you were working toward.

Action: Explain the action you took.

Result: Describe the positive benefits that you achieved.

Sample Question:

Describe a time when you overcame a personality conflict at work?

Answer:

Situation: _____

Task: _____

Action: _____

Result: _____

Interview Documents

1. **Resume** – Make sure you have 2-3 copies of your resume printed on resume paper
2. **Cover Letter** – Don't forget to take 2-3 copies of your cover letter printed on resume paper
3. **Reference List** – At the end of the interview, provide the hiring committee with your reference list. Please refer to the reference list portion for of this handbook to familiarize yourself with the basic components of a reference list.
4. **Portfolio (optional)** – If you have created documents, such as flyers, brochures or newsletters, or authored and developed training manuals, or any other visual documents that you feel represent your work, make sure you include such documents in your portfolio and show the members of the hiring committee at the very end of the interview.

INTERVIEW WORKSHEET

JOB REQUIREMENTS

Review the job description. What are the most important skills needed for this position? What are the primary tasks for the job you are interviewing for?

COMPANY PROFILE

What is the mission of the company? What values do you share with the company?

PERSONAL QUALIFICATIONS

List your skills and abilities that relate to this position. List all transferable skills.

PREVIOUS EXPERIENCE

How has your previous work experience prepared you for this position?

S-T-A-R SUCCESS STORY #1

Why would you like to work for this company?

S: _____

T: _____

A: _____

R: _____

S-T-A-R SUCCESS STORY #2

How has your previous work experience prepared you for this position?

S: _____

T: _____

A: _____

R: _____

S-T-A-R SUCCESS STORY #3

If selected, what would you be able to contribute to our team?

S: _____

T: _____

A: _____

R: _____

S-T-A-R SUCCESS STORY #4

Describe a time you experienced a problem at work and please tell us how you overcame it?

S: _____

T: _____

A: _____

R: _____

S-T-A-R SUCCESS STORY #5

If I interviewed your supervisor today, what do you think he or she would say about your performance?

S: _____

T: _____

A: _____

R: _____

PREPARE QUESTIONS

List two to three questions that you will have for the hiring committee.

SAMPLE INTERVIEW QUESTIONS

Below are a list questions that employers might ask you during your interview. Remember, your answers should be clear, concise, and specific. Also, make sure you use examples of how you demonstrated your skills at your previous job and/or volunteer position.

1. Tell me about yourself.
2. What do you know about our company?
3. Why are you interested in this agency?
4. How does the work in this organization fit your professional mission?
5. Tell me about the last time you made a mistake and how you handled it?
6. Describe how you have progressed through the ranks and landed at the company you formerly worked for?
7. How have you had to reinvent or redefine your job to meet your companies changing needs?
8. Tell us how you are qualified for this position.
9. How has your education/work experience prepared you for this position?
10. Where do you see yourself in five years from now?
11. How do you define success?
12. Tell me about a time when you overcame a personality conflict at work?
13. Can you please describe your experience working in a fast-paced environment.
14. What three words were your colleagues and supervisors use to describe you?
15. Describe a time when you overcome a problem at work.
16. How would you describe your work ethic?
17. Please describe your strengths and weaknesses on the job site?
18. If you were hired today, what would you be able to contribute to our company?
19. This position requires someone who is able to prioritize work responsibilities for multiple projects all at the same time. Describe how you determine which tasks to complete first.
20. How would you describe your management style?
21. What experience do you have with training new employees about policies and procedures?
22. Why did you leave the company you previously worked for?
23. What interests you most about this job position?
24. How do you like to be managed?
25. Why do you want to work for this company?
26. How has your previous work experience prepared you for this position?
27. Tell me about a time that you overcame a miscommunication at work?
28. This job requires someone who is able to multitask. Please describe your experience with multitasking and completing tasks on time?
29. What are you looking for in your next job? What is important to you?
30. What are your strengths and weaknesses?
31. Describe a typical work week.
32. How would you describe the pace at which you work?
33. How do you handle stress and pressure?
34. What motivates you?
35. Why did you leave your last job?
36. What type of work environment do you prefer?
37. How do you evaluate success?

BEWARE OF ILLEGAL QUESTIONS

Ethnicity and Nationality

Illegal: Are you a U.S. citizen? Where were you/your parents born? What is your "native tongue?"

Legal: Are you authorized to work in the United States? What languages do you read, speak or write fluently? (This question is okay, as long as this ability is relevant to the performance of the job.)

Age

Illegal: How old are you? When did you graduate from college? What is your birthday?

Legal: Are you over the age of 18?

Family/Marital Status

Illegal: What's your marital status? Who do you live with? Do you plan to have a family? When? How many kids do you have? What are your child care arrangements?

Legal: Would you be willing to relocate if necessary? Travel is an important part of the job. Would you be willing to travel as needed by the job (This question is okay, as long as all applicants for the job are asked it.) This job requires overtime occasionally. Would you be able and willing to work overtime as necessary? (Again, this question okay as long as all applicants for the job are asked it.)

Affiliations

Illegal: To what clubs or social organizations do you belong?

Legal: Do you belong to any professional or trade groups or other organizations that you consider relevant to your ability to perform this job?

Personal

Illegal: How tall are you? How much do you weigh?

Legal: Are you able to lift a 50-pound weight and carry it 100 yards, as that is part of the job? (Questions about height and weight are not acceptable unless minimum standards are essential to the safe performance of the job.)

Disability

Illegal: Do you have any disabilities? Please complete the following medical history.; Have you had any recent or past illnesses or operations? If yes, list and give dates.; What was the date of your last physical exam?; How's your family's health?; When did you lose your eyesight?

Legal: Are you able to perform the essential functions of this job with or without reasonable accommodations? (This question is okay if the interviewer thoroughly described the job.)
(NOTE: As part of the hiring process, after a job offer has been made you will be required to undergo a medical exam. Exam results must be kept strictly confidential, except medical/safety personnel may be informed if emergency medical treatment is required, and supervisors may be informed about necessary job accommodations, based on the exam results.)

Arrest Record

Illegal: Have you ever been arrested?

Legal: Have you ever been convicted of _____? (The crime should be reasonably related to the performance of the job in question.)

Military

Illegal: If you've been in the military, were you honorably discharged? In what branch of the Armed Forces did you serve?

Legal: What type of training or education did you receive in the military?

Learn more about illegal interview questions at:
<http://www.usatoday.com/careers/resources/interviewillegal.htm>

SAMPLE QUESTIONS FOR EMPLOYERS

Below you will find a list of sample questions that you can ask the hiring committee during your interview. This is only a partial list, as these questions can be tailored specifically for the job posting that you are applying for. It is appropriate to ask 2-3 questions of the hiring committee, but you should refrain from asking anymore. Again, you are the individual being interviewed, not the hiring committee.

1. Are there opportunities for professional development within and beyond the agency itself?
2. Are there opportunities for advancement?
3. What are the company's strengths and weaknesses compared to its competition?
4. How important does upper management consider the function of this department/position?
5. What is the organization's plan for the next five years, and how does this department fit in?
6. Could you explain your organizational structure?
7. How will my leadership responsibilities and performance be measured? By whom?
8. What are the day-to-day responsibilities of this job?
9. Could you describe your company's management style and the type of employee who fits well with it?
10. What are some of the skills and abilities necessary for someone to succeed in this job?
11. Is there an opportunity for professional development within the company so employees can keep up their skills or acquire new ones?
12. What type of training is offered to new employees?
13. What kind of work can I expect to be doing the first year?
14. What percentage of routine, detailed work will I encounter?
15. How does this position support the mission of the organization?
16. How much opportunity is there to see the end result of my efforts?
17. Who will review my performance? How often?
18. How much guidance or assistance is made available to individuals in developing career goals?
19. How much opportunity will I have for decision-making in my first assignment?
20. What is your organization's policy on transfers to other cities?

REFERENCE LIST WORKSHEET

REFERENCE #1

Name of Reference Title

Street Address City, State Zip Code

Phone Number Email

Relationship to Reference (i.e. Supervisor, Co-Worker)

REFERENCE #2

Name of Reference Title

Street Address City, State Zip Code

Phone Number Email

Relationship to Reference (i.e. Supervisor, Co-Worker)

REFERENCE #3

Name of Reference Title

Street Address City, State Zip Code

Phone Number Email

Relationship to Reference (i.e. Supervisor, Co-Worker)

REFERENCE LIST SAMPLE

VICENTE FERNANDEZ

123 Sesame Street – Hayward, CA 94123 (510) 555-1212 vfernandez@gmail.com

PROFESSIONAL REFERENCES

Robin Williams

Operations Manager

Toyota Logistics Company

123 San Antonio Street

Fremont, CA 91234

rwilliams@tls.com

(510) 555-1234

* Former supervisor. No longer employed at Toyota Logistics.

Dr. Julia Roberts

Professor

Chabot College

25555 Hesperian Blvd.

Hayward, CA 91234

robertsj@chabotcollege.com

(510) 555-1234

* Former professor. Assisted on a biochemical engineering assignment under her supervision.

George Lucas

Foreman

Star Wars Company

123 San Antonio Street

Hayward, CA 94321

george.lucas@starwars.com

(510) 555-1234

* Former supervisor

THANK YOU LETTER WORKSHEET

RECIPIENT INFORMATION

Name of Recipient

Job Title

Name of Company

Street Address

City, State

Zip Code

PARAGRAPH 1

Thank the hiring manager and committee for interviewing you for the open job position. Be sure to state the position that you interviewed for.

PARAGRAPH 2

Describe your previous work experience and the skills and qualifications you acquired at your previous job site. Additionally, include how you will utilize your skills should you be hired at the new company.

PARAGRAPH 3

Thank the committee and hiring manager again for your interviewing you. Be sure to include your contact information so that the hiring manager can potentially follow up with you.

THANK YOU LETTER SAMPLE

Dear Mr. Clinton

I would like to take this opportunity and thank you and the hiring committee for taking the time to interview me yesterday.

With over fifteen years of experience with the San Francisco Chronicle, I supported new employees as they transitioned into the company. I was not only instrumental in training all employees, but more importantly, I mentored each one so that they could successfully transition into the company. I also created a series of workshops and seminars in order to train the new employees on company policies and procedures. I believe my former experience as a team leader will enable me to assist your company with training new employees.

Thank you again for taking the time to interview me. I look forward to joining the Training Department at the Target Corporation.

Respectfully Submitted,

Lenny Briscoe

Lenny Briscoe

THANK YOU LETTER SAMPLE

March 7, 2010

Mateo Krishter
Hiring Manager
Benchmark Staffing
39141 Civic Center Drive Suite 205
Fremont, CA 94538

Dear Mr. Krishter

Thank you for interviewing me yesterday with respect to the Production/Assembler Technician position at Benchmark Staffing. My experience as an Assembler with the Injex Industries for over eight years makes me a perfect candidate for your company.

Specifically, my experience ensuring specific automotive parts were assembled correctly contributed to a team that outperformed its competitors. The Injex Industries Corporation consistently ranked #1 with respect to quality control and safety, and as a key member of that corporation, my contribution ensured the efficiency of all work performed.

Thank you again for interviewing me yesterday. I look forward to becoming a member of the Benchmark Staffing team.

Sincerely,

Betty Crocker

Betty Crocker

FUNCTIONAL TRANSFERABLE SKILLS INVENTORY

Read each statement below and score each one according to how much you agree with each statement. This will help you get an accurate picture of your transferable skills.

Totally False 1 2 3 4 5 Totally True

Verbal Communication

- | | | | | | |
|---|---|---|---|---|--|
| 1 | 2 | 3 | 4 | 5 | Perform and entertain before groups |
| 1 | 2 | 3 | 4 | 5 | Speak well in public appearances |
| 1 | 2 | 3 | 4 | 5 | Confront and express opinions without offending |
| 1 | 2 | 3 | 4 | 5 | Interview people to obtain information |
| 1 | 2 | 3 | 4 | 5 | Handle complaints ___in person ___over phone |
| 1 | 2 | 3 | 4 | 5 | Present ideas effectively in speeches or lecture |
| 1 | 2 | 3 | 4 | 5 | Persuade/influence others to a certain point of view |
| 1 | 2 | 3 | 4 | 5 | Sell ideas, products or services |
| 1 | 2 | 3 | 4 | 5 | Debate ideas with others |
| 1 | 2 | 3 | 4 | 5 | Participate in group discussions and teams |

Nonverbal Communication

- | | | | | | |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | Listen carefully and attentively |
| 1 | 2 | 3 | 4 | 5 | Convey a positive self image |
| 1 | 2 | 3 | 4 | 5 | Use body language that makes others comfortable |
| 1 | 2 | 3 | 4 | 5 | Develop rapport easily with groups of people |
| 1 | 2 | 3 | 4 | 5 | Establish culture to support learning |
| 1 | 2 | 3 | 4 | 5 | Express feelings through body language |
| 1 | 2 | 3 | 4 | 5 | Promote concepts through a variety of media |
| 1 | 2 | 3 | 4 | 5 | Believe in self worth |
| 1 | 2 | 3 | 4 | 5 | Respond to non-verbal cues |
| 1 | 2 | 3 | 4 | 5 | Model behavior or concepts for others |
| 1 | 2 | 3 | 4 | 5 | Written Communication |
| 1 | 2 | 3 | 4 | 5 | Write technical language, reports, manuals |
| 1 | 2 | 3 | 4 | 5 | Write poetry, fiction plays |
| 1 | 2 | 3 | 4 | 5 | Write grant proposals |
| 1 | 2 | 3 | 4 | 5 | Prepare and write logically written reports |
| 1 | 2 | 3 | 4 | 5 | Write copy for sales and advertising |
| 1 | 2 | 3 | 4 | 5 | Edit and proofread written material |
| 1 | 2 | 3 | 4 | 5 | Prepare revisions of written material |
| 1 | 2 | 3 | 4 | 5 | Utilize all forms of technology for writing |
| 1 | 2 | 3 | 4 | 5 | Write case studies and treatment plans |
| 1 | 2 | 3 | 4 | 5 | Demonstrate expertise in grammar and style |

Train/Consult

1	2	3	4	5	Teach, advise, coach, empower
1	2	3	4	5	Conduct needs assessments
1	2	3	4	5	Use a variety of media for presentation
1	2	3	4	5	Develop educational curriculum and materials
1	2	3	4	5	Create and administer evaluation plan
1	2	3	4	5	Facilitate a group
1	2	3	4	5	Explain difficult ideas, complex topics
1	2	3	4	5	Assess learning styles and respond accordingly
1	2	3	4	5	Consult and recommend solutions

Analyze

1	2	3	4	5	Study data or behavior for meaning and solutions
1	2	3	4	5	Analyze quantitative, physical and/or scientific data
1	2	3	4	5	Write analysis of study and research
1	2	3	4	5	Compare and evaluate information
1	2	3	4	5	Systematize information and results
1	2	3	4	5	Apply curiosity
1	2	3	4	5	Investigate clues
1	2	3	4	5	Formulate insightful and relevant questions
1	2	3	4	5	Use technology for statistical analysis
1	2	3	4	5	Write well organized and documented reports

Research

1	2	3	4	5	Identify appropriate information sources
1	2	3	4	5	Search written, oral and technological information
1	2	3	4	5	Interview primary sources
1	2	3	4	5	Hypothesize and test for results
1	2	3	4	5	Compile numerical and statistical data
1	2	3	4	5	Classify and sort information into categories
1	2	3	4	5	Gather information from a number of sources
1	2	3	4	5	Patiently search for hard-to-find information

Plan and Organize

1	2	3	4	5	Identify and organize tasks or information
1	2	3	4	5	Coordinate people, activities and details
1	2	3	4	5	Develop a plan and set objectives
1	2	3	4	5	Set up and keep time schedules
1	2	3	4	5	Anticipate problems and respond with solutions
1	2	3	4	5	Develop realistic goals and action to attain them
1	2	3	4	5	Arrange correct sequence of information and actions
1	2	3	4	5	Create guidelines for implementing an action
1	2	3	4	5	Create efficient systems
1	2	3	4	5	Follow through, insure completion of a task
1	2	3	4	5	Utilize electronic search methods

Counsel and Serve

1	2	3	4	5	Counsel, advise, consult, guide others
1	2	3	4	5	Care for and serve people; rehabilitate, heal
1	2	3	4	5	Demonstrate empathy, sensitivity and patience
1	2	3	4	5	Help people make their own decisions
1	2	3	4	5	Help others improve health and welfare
1	2	3	4	5	Listen empathically and with objectivity
1	2	3	4	5	Coach, guide, encourage individuals to achieve goals
1	2	3	4	5	Mediate peace between conflicting parties
1	2	3	4	5	Knowledge of self-help theories and programs

Interpersonal Relations

1	2	3	4	5	Convey a sense of humor
1	2	3	4	5	Anticipate people's needs and reactions
1	2	3	4	5	Express feelings appropriately
1	2	3	4	5	Process human interactions, understand others
1	2	3	4	5	Encourage, empower, advocate for people
1	2	3	4	5	Create positive, hospitable environment
1	2	3	4	5	Adjust plans for the unexpected
1	2	3	4	5	Communicate well with diverse groups
1	2	3	4	5	Listen carefully to communication
1	2	3	4	5	Facilitate self-awareness in others

Leadership

1	2	3	4	5	Envision the future and lead change
1	2	3	4	5	Establish policy
1	2	3	4	5	Set goals and determine courses of action
1	2	3	4	5	Motivate/inspire others to achieve common goals
1	2	3	4	5	Create innovative solutions to complex problems
1	2	3	4	5	Communicate well with all levels of the organization
1	2	3	4	5	Develop and mentor talent
1	2	3	4	5	Negotiate terms and conditions
1	2	3	4	5	Take risks, make hard decisions, be decisive
1	2	3	4	5	Encourage the use of technology at all levels

Management

1	2	3	4	5	Manage personnel, projects and time
1	2	3	4	5	Foster a sense of ownership in employees
1	2	3	4	5	Delegate responsibility and review performance
1	2	3	4	5	Increase productivity and efficiency to achieve goals
1	2	3	4	5	Develop and facilitate Work Teams
1	2	3	4	5	Provide training for development of staff
1	2	3	4	5	Adjust plans/procedures for the unexpected
1	2	3	4	5	Facilitate conflict management
1	2	3	4	5	Communicate well with diverse groups
1	2	3	4	5	Utilize technology to facilitate management

Financial

1	2	3	4	5	Calculate, perform mathematical computations
1	2	3	4	5	Work with precision with numerical data
1	2	3	4	5	Keep accurate and complete financial records
1	2	3	4	5	Perform accounting functions and procedures
1	2	3	4	5	Compile data and apply statistical analysis
1	2	3	4	5	Create computer generated charts for presentation
1	2	3	4	5	Use computer software for records and analysis
1	2	3	4	5	Forecast, estimate expenses and income
1	2	3	4	5	Appraise and analyze costs
1	2	3	4	5	Create and justify organization's budget to others

Administrative

1	2	3	4	5	Communicate well with key people in organization
1	2	3	4	5	Identify and purchase necessary resource materials
1	2	3	4	5	Utilize computer software and equipment
1	2	3	4	5	Organize, improve, adapt office systems
1	2	3	4	5	Track progress of projects and troubleshoot
1	2	3	4	5	Achieve goals within budget and time schedule
1	2	3	4	5	Assign tasks and sets standards for support staff
1	2	3	4	5	Hire and supervise temporary personnel as needed
1	2	3	4	5	Demonstrate flexibility during crisis
1	2	3	4	5	Oversee communication, email and telephones

Create and Innovate

1	2	3	4	5	Visualize concepts and results
1	2	3	4	5	Intuit strategies and solutions
1	2	3	4	5	Execute color, shape and form
1	2	3	4	5	Brainstorm and make use of group synergy
1	2	3	4	5	Communicate with metaphors
1	2	3	4	5	Invent products through experimentation
1	2	3	4	5	Express ideas through art form
1	2	3	4	5	Remember faces, accurate spatial memory
1	2	3	4	5	Create images through, sketches, sculpture, etc.
1	2	3	4	5	Utilize computer software for artistic creations

Construct and Operate

1	2	3	4	5	Assemble and install technical equipment
1	2	3	4	5	Build a structure, follow proper sequence
1	2	3	4	5	Understand blueprints and architectural specs
1	2	3	4	5	Repair machines
1	2	3	4	5	Analyze and correct plumbing or electrical problems
1	2	3	4	5	Use tools and machines
1	2	3	4	5	Master athletic skills
1	2	3	4	5	Landscape and farm
1	2	3	4	5	Drive and operate vehicles
1	2	3	4	5	Use scientific or medical equipment

My top 5 Transferable Skills are:

1. _____
2. _____
3. _____
4. _____
5. _____

Self-Management Skills Inventory

- | | | |
|--|--|--|
| <input type="checkbox"/> accurate | <input type="checkbox"/> achiever | <input type="checkbox"/> active |
| <input type="checkbox"/> adaptable | <input type="checkbox"/> administrator | <input type="checkbox"/> ambitious |
| <input type="checkbox"/> analytical | <input type="checkbox"/> artistic | <input type="checkbox"/> assertive |
| <input type="checkbox"/> broad-minded | <input type="checkbox"/> builder | <input type="checkbox"/> calm |
| <input type="checkbox"/> caring | <input type="checkbox"/> charming | <input type="checkbox"/> communicative |
| <input type="checkbox"/> compatible | <input type="checkbox"/> competitive | <input type="checkbox"/> conceptual |
| <input type="checkbox"/> congenial | <input type="checkbox"/> conscientious | <input type="checkbox"/> considerate |
| <input type="checkbox"/> consistent | <input type="checkbox"/> constructive | <input type="checkbox"/> controller |
| <input type="checkbox"/> courageous | <input type="checkbox"/> courteous | <input type="checkbox"/> creative |
| <input type="checkbox"/> cultured | <input type="checkbox"/> decisive | <input type="checkbox"/> demanding |
| <input type="checkbox"/> dependable | <input type="checkbox"/> designer | <input type="checkbox"/> democratic |
| <input type="checkbox"/> detailed | <input type="checkbox"/> determined | <input type="checkbox"/> director |
| <input type="checkbox"/> dignified | <input type="checkbox"/> diplomatic | <input type="checkbox"/> discerning |
| <input type="checkbox"/> disciplined | <input type="checkbox"/> discreet | <input type="checkbox"/> discriminating |
| <input type="checkbox"/> driving | <input type="checkbox"/> dynamic | <input type="checkbox"/> efficient |
| <input type="checkbox"/> eloquent | <input type="checkbox"/> energetic | <input type="checkbox"/> enterprising |
| <input type="checkbox"/> enthusiastic | <input type="checkbox"/> esteemed | <input type="checkbox"/> fair |
| <input type="checkbox"/> flexible | <input type="checkbox"/> forceful | <input type="checkbox"/> forward-thinker |
| <input type="checkbox"/> frank | <input type="checkbox"/> friendly | <input type="checkbox"/> generous |
| <input type="checkbox"/> genuine | <input type="checkbox"/> good-natured | <input type="checkbox"/> honest |
| <input type="checkbox"/> humanitarian | <input type="checkbox"/> imaginative | <input type="checkbox"/> independent |
| <input type="checkbox"/> individualist | <input type="checkbox"/> initiator | <input type="checkbox"/> innovator |
| <input type="checkbox"/> inspiring | <input type="checkbox"/> intellectual | <input type="checkbox"/> intense |
| <input type="checkbox"/> intuitive | <input type="checkbox"/> inventive | <input type="checkbox"/> just |
| <input type="checkbox"/> keen | <input type="checkbox"/> kind | <input type="checkbox"/> knowledgeable |
| <input type="checkbox"/> logical | <input type="checkbox"/> loyal | <input type="checkbox"/> manager |
| <input type="checkbox"/> methodical | <input type="checkbox"/> modest | <input type="checkbox"/> motivator |
| <input type="checkbox"/> objective | <input type="checkbox"/> observant | <input type="checkbox"/> open-minded |
| <input type="checkbox"/> opinionated | <input type="checkbox"/> optimistic | <input type="checkbox"/> organizer |
| <input type="checkbox"/> outgoing | <input type="checkbox"/> outspoken | <input type="checkbox"/> patient |
| <input type="checkbox"/> perceptive | <input type="checkbox"/> perfectionist | <input type="checkbox"/> persistent |
| <input type="checkbox"/> personable | <input type="checkbox"/> persuasive | <input type="checkbox"/> planner |
| <input type="checkbox"/> positive | <input type="checkbox"/> practical | <input type="checkbox"/> productive |
| <input type="checkbox"/> professional | <input type="checkbox"/> punctual | <input type="checkbox"/> quick |
| <input type="checkbox"/> realistic | <input type="checkbox"/> reliable | <input type="checkbox"/> researcher |
| <input type="checkbox"/> resourceful | <input type="checkbox"/> responsible | <input type="checkbox"/> respected |
| <input type="checkbox"/> scheduler | <input type="checkbox"/> scientific | <input type="checkbox"/> self-motivated |
| <input type="checkbox"/> self-reliant | <input type="checkbox"/> sense of humor | <input type="checkbox"/> sensitive |
| <input type="checkbox"/> shrewd | <input type="checkbox"/> sincere | <input type="checkbox"/> smart |
| <input type="checkbox"/> sociable | <input type="checkbox"/> straightforward | <input type="checkbox"/> strategic |
| <input type="checkbox"/> supportive | <input type="checkbox"/> systematic | <input type="checkbox"/> tactful |
| <input type="checkbox"/> thinker | <input type="checkbox"/> thorough | <input type="checkbox"/> thoughtful |
| <input type="checkbox"/> tolerant | <input type="checkbox"/> tough-minded | <input type="checkbox"/> trainer |
| <input type="checkbox"/> visionary | | |

Taken from <http://careercenter.nd.edu>

